

The University of Texas at San Antonio

Job Description

Job Title: Customer Service Assistant II
Code: 19097
Salary Grade: 52
FLSA Status: Non-Exempt
Department/Division: Job available in different advising departments
Reports To: In accordance with specific departmental policies

Summary

- Function: Under general supervision, provides direct customer assistance and service in a front-desk university advising environment.
- Scope: Provides customer assistance and service in support of an advising office.

Duties

- Typical:
 1. Provides direct front-desk customer assistance to include answering telephones, greeting customers and providing assistance, direction, or general information.
 2. Performs general administrative support as needed.
 3. Researches and provides assistance to customers with inquiries.
 4. Communicates information to supervisor as needed.
 5. Exhibits clear and concise communication, guidance and clarification regarding rules and regulations.
 6. Uses own judgement to provide guidance to customers based on their needs.
 7. Performs other duties as assigned.
- Periodic:
 1. Assist with periodic departmental projects and reports.
 2. Occasionally attends meetings or special events.

Education

Required	Preferred
High school graduation or GED.	Some college level coursework.

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A

Experience

Required	Preferred
Two years of experience in a customer service position or clerical work in a college or university.	N/A

Equipment

Required	Preferred
Skilled in the use of all standard office equipment including personal computers.	N/A

Working Conditions

Usual	Special
Usual office environment with a varied work schedule.	N/A

Supervision

Received	Given
Some detailed instructions from immediate supervisor.	N/A

Accuracy

Proficiency in all phases of work performed.
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Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies and procedures are complied with.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
